

CITY OF BEAVERTON Library Assistant
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General Summary

Serve as lead and oversee the work of library aides and volunteers, including assisting with hiring, training, scheduling and evaluating staff. Perform many of the duties required of subordinates.

Key Distinguishing Duty

Responsible for performing lead functions including the following: assign, schedule and review employee staff work and assist in preparing performance evaluations.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Serve as a member of a Library division leadership team. Evaluate performance and program effectiveness and recommend action for improvement as necessary. Prepare reports.
2. Oversee workflow of assigned service desk. Assign, schedule and review staff and volunteers work. Provide coaching to employees/volunteers and provide input into performance evaluations. Participate in the selection process.
3. Assist in the preparation and monitoring of the section budget.
4. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met.
5. Support the Library volunteer program. Coordinate volunteer scheduling, training, coaching, and direction as needed.
6. Exhibit leadership to staff, work teams and fellow employees. Serve as a model for accomplishing City's vision and goals. Create an environment in which employees are focused on and produce excellent quality results and customer service.
7. Produce an acceptable quantity and quality of work that is completed within established timelines.
8. Model and coach employees on excellence in internal and external customer service. Promote professional and courteous behavior with a creative approach to problem/complaint resolution that creates a positive experience for the customer.

9. Represent the library and/or City to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.
10. Provide employees with basic job training and safety instruction. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public. Actively support safety and loss control measures. Ensure employees are held to departmental safety and loss control standards. Monitor general appearance of the building.
11. Participate in the city Emergency Management program including classes, training sessions and emergency events.
12. Follow standards as outlined in the Employee Handbook.
13. Actively promote and support diversity in the workplace through staffing, promotions, training and career development. Model respect for diversity in the workplace.

Other Functions

1. Troubleshoot and maintain equipment. Call for repairs as needed.
2. Perform related duties of a similar scope and nature.

Knowledge Required

- ◆ Advanced knowledge of Dewey Decimal system and library databases.
- ◆ Working knowledge of basic arithmetic and mathematics principles.
- ◆ Advanced knowledge of English grammar, spelling and usage.
- ◆ Basic knowledge of public purchasing and contracting laws and regulations.
- ◆ Basic knowledge of human resources management practices.

Skills/Abilities Required

- ◆ Ability to develop budget input.
- ◆ Ability to productively lead and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- ◆ Ability to effectively lead a staff including training, coaching, scheduling and reviewing work.
- ◆ Strong ability to demonstrate leadership behavior to employees, contractors, public officials, other agencies, customers and the general public.
- ◆ Strong ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to apply and to coach employees/volunteers on excellent internal and external customer service skills.
- ◆ Strong ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public. Ability to make presentations and develop reports that may include technical information.

- ◆ Strong ability to use word-processing, spreadsheet programs, the Internet or other application software as required for position.
- ◆ Strong ability to use library equipment including typewriter, adding machine, copier, microfiche/microfilm readers and printers.

Minimum Qualifications Required for Entry

High School diploma or GED and 2 years experience working in a public library, including some experience in a supervisory or lead role, or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing/Special Requirements

- ◆ Some positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

Working Conditions

Daily focus on a computer screen; daily use of a keyboard or similar device; precise control of fingers and hand movements; occasional lifting of boxes of books between 20 and 50 pounds; weekly dealing with distraught or difficult individuals; daily stooping, bending, reaching and standing for 30 minutes at a time; daily crouching, crawling, bending and kneeling to shelve and retrieve materials from low shelves; daily lifting of materials above the head and from ground level; use step stool to reach high shelves; regular evening, weekend and holiday work; occasional operation of a motor vehicle on public roads.

Classification History

As of 10/97: Library Assistant

Revised: 11/07

New class specification title 1/98: Library Assistant

Revised: 3/05

Revised: 1/1/09

Status: SEIU

FLSA: Non-exempt

Department Head Signature

Human Resources Signature

Date

Date